



Job Location: 400 Deaderick Street – Nashville TN 37243

Public Information and Legislative Office Customer Service Coordinator – Rehabilitation Services and Community & Social Services Divisions

The Department's mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Public Information and Legislative Office (PILO) Customer Service Coordinator is responsible for overseeing inquiry management and coordinating customer service initiatives for the Rehabilitation Services (RS) and Community & Social Services (C&SS) divisions. This individual will not serve in a call center or as a phone representative; consequently, primary job duties require a high-level focus on customer service and constant collaboration with Departmental leadership. In addition to handling and monitoring inquiries via the Department's Customer Service Management system (ServiceNow), the Coordinator will develop and implement targeted customer service improvements to advance the DHS customer service delivery model. The end result will be greater customer service efficiency, enhanced internal collaboration, and an improved customer experience throughout the Department. This position reports directly to the Director of Customer Service.

Position Responsibilities:

- Coordinate with RS and C&SS to timely resolve high-level inquiries in ServiceNow, maintaining contact with the customer and documenting inquiry notes with actions taken and resolutions as they are received
- Monitor and ensure accountability of RS and C&SS inquiry timeliness and resolution
- Identify customer service focus areas and report trend findings of RS and C&SS inquiries based on ServiceNow statistics
- Continually build and improve relationships between RS and C&SS staff and PILO
- Lead change management efforts to improve service delivery, customer outreach, and customer service expansions in RS and C&SS
- Facilitate department-wide customer service initiatives

Position Requirements:

- Minimum 5 years of customer service experience in government operations
- Minimum 2 years of experience managing inquiries for executive-level staff
- Bachelor's degree or higher is preferred
- Hands-on experience with an advanced Customer Service Management system is preferred

- Knowledge and understanding of DHS policies and procedures is preferred
- Relationship-building expertise is preferred
- Demonstrable experience to handle a large volume of customer inquiries through a broad array of mediums at various escalation levels
- Proven ability to assist customers by navigating complex layers of policies and procedures in high-level government operations

Competencies:

- Problem Solving
- Priority Setting
- Action Oriented
- Written Communications
- Approachability
- Interpersonal Savvy
- Compassion
- Customer Focus

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/topic/benefits>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by January 25, 2018.
- All email submissions must include in the subject line: Customer Service Coordinator
- **Target Salary: \$60,108.** Salary will be commensurate with knowledge, skills, and experience directly related to this job

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services, or activities.